

PINNACLE E911 Management

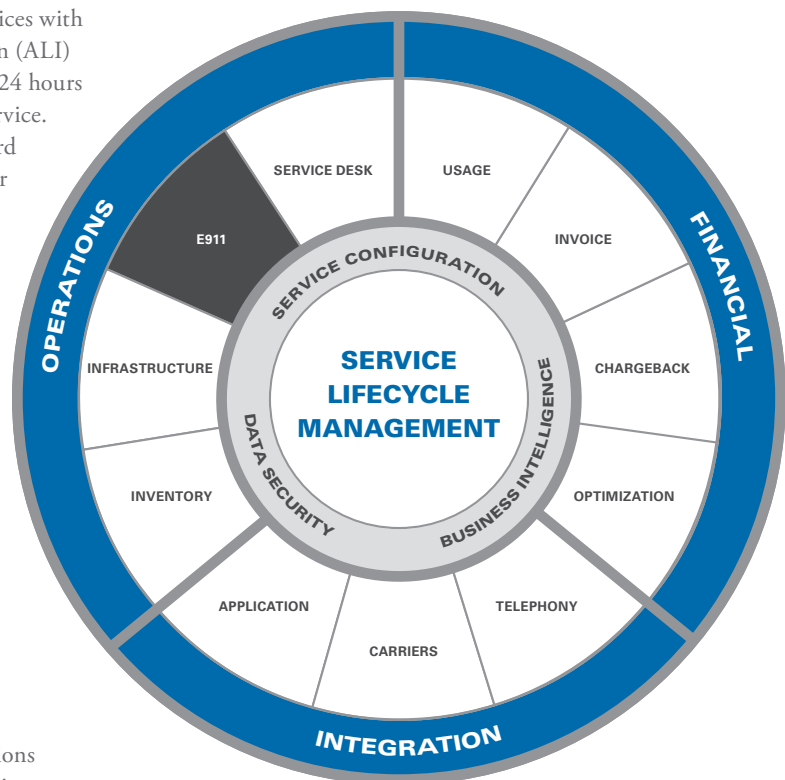
Business Challenge

Telecommunication service providers are required by the FCC to register the location for all services with the appropriate automatic location information (ALI) database. This registration must occur within 24 hours of provisioning, moving or disconnecting a service. The format of the ALI record follows a standard published by the National Emergency Number Association (NENA).

When receiving E911 emergency call, the local emergency authority Public Safety Access Point (PSAP) automatically accesses the ALI database and uses this information to guide the emergency response unit to the appropriate location.

The traditional method for updating the ALI database involves manual intervention and is prone to human error, resulting in time-consuming resubmissions of rejected records. The ALI record is a complex record format that requires defining the values of key parameters in specific fixed-character fields.

Telephone numbers installed at multiple locations introduce an additional dimension of complexity since the ALI database only allows a single registration for a telephone number.



Ask Your PAETEC Solutions Consultant to demonstrate how PINNACLE customers are leveraging E911 Manager to:

- How to configure business rules to automatically generate E911 NENA transactions
- Review and recreate historical NENA transactions
- The detailed contents of an E911 NENA transactions



PAETEC's success depends upon exceeding customer expectations every day. We are intensely focused on customers and continuously improve the effectiveness of our quality management system. PAETEC has maintained ISO 9000 certification since 2000.

Contact Us
www.pinsoft.com
software@paetec.com
800.776.2750

Solution

PINNACLE E911 Manager alleviates manual intervention and provides better referential integrity of all E911 NENA transactions by:

- Automatically generating the appropriate ALI record.
- Providing intelligent generation of transactions for telephone numbers installed at multiple locations.
- Filtering extraneous records through flexible configuration options.
- Flexible scheduling of file creation for upload to ALI repository.
- Maintaining a history of all transactions.

Record Generation

PINNACLE E911 Manager automatically generates the proper NENA transaction. PINNACLE E911 NENA transactions include the proper values for all of the required fields, including the MSAG-compliant building address, company name, telco ID, Emergency Service Number (ESN), etc. Records may be generated from the results of a Move, Add, Change, Disconnect, or Swap (MACD) service order, by activating a building or modifying an individual service record.

The E911 Manager produces the necessary Insert ("I"), Change ("C") or Delete ("D") record based on the original status of the telephone number. E911 Manager eliminates errors resulting from manual intervention.

Multiple Location Numbers

PINNACLE supports the "Also Rings At" (ARA) parameter that allows additional addresses to be specified for numbers that are installed at multiple locations. Each phone number is assigned a primary location; secondary location information is derived from the inherited relationship of the installation.

Flexible Filtering

Customers can define business rules to filter out the generation of E911 transactions by building or by a specific telephone number.

Process Automation

PINNACLE will automatically produce a single consolidated output file of all NENA transactions on a scheduled basis. This file is then uploaded to your designated ALI database.

Historical Integrity

The PINNACLE system retains a historical record for all transactions in order to properly identify and reproduce the E911 transaction as required.